

**W-2 Contractors Meeting
Draft Notes
February 18, 2016
F105
10:00am – 11:30pm**

Attendees:			
	Debra Cronmiller		Regina Hurley
	Ed Emmons		Jason Bergh
	Linda Richardson		Jane Kahl
	Joe Meeker		Peter Shay
	Liz Riley		Heidi Hammes
	Kayla Peetz		Emerald Fuller
	Nicole Hagen		Nicole Hagen
	Leah Watson		Amber Hardin
	Chris Keenan		Jennifer Cole
	Margaret McMahon		Daniel Yang
	Ginger Seery		MacArthur Struthers
	Dara Martinovich		Lisa Boyd
	Michelle Boyd		Carlyle Outten
	Tony Dziedzic		Brian Wolfe
	Gina Brown		Sharon Franek
	Jody Connor		Carolyn Frogness
	Jean Zawacki		Roxanne Sperber
	Lorinda Patzner		Luz Scott
	Zulema Hauer		John Thouy
	Amy Duncan		

Topic: BWF Update

Margaret McMahon's Introductory Comments:

Bureau of Child Support has just hired a BCS Bureau Director Andre Small. He has 24 years working in both the public and private sector, and most recently was with DWD.

We are continuing to emphasize the connection with Child Support and Work Programs. We want to find creative ways to reach both custodial and non-custodial parents including how to approach them for inclusion in services.

We want to build stronger connections between Child Support and W-2 when conducting NCP outreach. At the state level we are trying to assist in making better connections and we are trying to have the W-2 agency present for the Child Support Director's dialogue, and also have a meeting with both child support and work programs.

Our training unit covers both BCS and W-2 so that we can make sure that we are covering knowledge that is needed for both programs.

Please call Margaret and share when there are events to encourage NCP participation in W-2. She will try to make it out to as many of these events as possible. We should not assume that NCPs know all of the services that the agency provides. We want to actively market to NCPs in your communities.

There has been the idea of paying Child Support for NCP referral to the W-2 program and this is something that should be considered by the agencies.

Rachel/Maximus: We are working with Jim at the Milwaukee Child Support office and are doing a coordination effort with this office. Looking at being able to obtain addresses to do mailings to target NCPs. There is a follow up meeting to confirm the plan.

The effort for compiling a list may have to come from the Bureau Management level. We should talk about this effort and define roles that can be filled by BCS, BWF, and the agencies. We want to piggy back on what already exists at the Milwaukee Child Support office.

Emerald/ROSS: The in house child support specialist is trying to refer the NCPs to the W-2 program. They are also in contact with Milwaukee Child Support office. ROSS is reaching out to churches and community agencies with a trifold pamphlet and postcard for local NCPs.

BWF was asked to provide a list of NCPs but BWF wants to encourage the agencies to work directly with their local Child Support office. This list would be an open records request and there is no data warehouse for Child Support currently available. The Child Support warehouse will be running by June of this year.

ResCare: It would be helpful to send out a mailing that says that NCPs may be eligible for W-2 services.

We encourage collaborations and looking at NCESA resources that are available federally.

Topic: Policy Updates

Discussion:

Same Sex Marriage: All the automation changes were successfully implemented.

TEMP (CP and NCP) and NCP Stipend: This will be rolled out by March 1, 2016 and work plans are due Friday of this week. The issue of confidentiality has been researched and there will be an ops memo out to the contractors regarding standard operation procedure for confidentiality.

Refusal to Participate: The rule did not pass this past session and this will be on hold.

CSCs: 60 days from the day of your contract signature you need to have your CSCs selected to comply with your contract.

TJP: This is scheduled to be implemented in July. RFPs are due and will be reviewed on a timely basis. Contracts will be out before July.

Drug Testing: UMOS as the TMJ provider has been successful in implementing this drug testing process in their standard intake procedures. There are obligations for Drug Testing for all TEMP contracted agencies, Children First providers, and all W-2 NCPs. There will be weekly reporting required by the agencies and we will send out a template to fill out regarding drug testing reporting. We want to give the Governor's Office an idea of what a statewide roll out of drug testing will look like. We need a primary and back up data reporter sent to Leah by COB tomorrow.

48 Month Time Limits: The workgroup has been formed and project timeline developed. We are looking at early 2017 implementation for this project and will engage the agencies as we go along in this process. Some of the issue regarding the timing of implementation is that this has to be in rule and that has to happen when the legislature is in session. We also want to think about a plan for automating this new time limit. We want to look at whether we need to do a modernization to the eligibility tracking system for clocks with this project. We will be looking at current time limit policies to start preparing for this change.

Temporary Absence of a Child:

The Ops memo has been drafted and is being circulated for review. Agencies should see this soon.

W-2 Manual Update:

There will be a mid-March updated release for the W-2 Manual. Agency input has been very valued as there were areas of conflict with policy in the manual. We are working to respond to what we're hearing from the field. We are trying to make meaningful changes to the Manual and through WPASS development.

Topic: Participant E-mail Updating

Discussion:

We do a Customer Satisfaction Survey of the W-2 participants. We currently do this survey through the UW Survey Center. We are looking at a companion e-mail study. We would like the agencies to update e-mail for all participants by the second half of 2016. We will get better results for our surveys if more than 45% of participants have an updated e-mail address.

The survey through e-mail will be identical to the UW Survey Center Phone Survey.

If you have questions please e-mail Ed Emmons.

Topic: WPR Updates

Discussion:

We are currently monitoring WPR and it has brought multiple things to our attention:

- 1) We need you to be focused on WPR but not lose sight about serving your customers.
- 2) We are updating the Doc/Ver/Sup Ops Memo and this should be out on March 28th. This should help with consistency of documentation and verification.
- 3) Some questions you can look up in the Policy Manual. If you are looking for an interpretation talk to management and QA team and then send it on to your Regional Administrator. Form your own idea before you talk to you Regional Administrator.
- 4) There will be a session on tracking job search hours during the Systems Subcommittee Meeting this afternoon. You need to justify why you are going to keep assigning a participant to job search. You need to own why this is the most appropriate choice for that participant. The intent is not to “beat” the job search hours clock but to assign appropriate activities for the participant.
- 5) Monitoring Feedback: The CSJ improvement is going pretty well and agencies seem to have come up with plans on focusing on customers who are close to being in the WPR numerator. There is a lack of information scanned into ECF at this time. We cannot access attendance information if attendance is stored in a different place. Everything about WPR should be verified. We need good case comments on non-participation in WPNP. We are seeing issues with the use of good cause. For example, a child is arrested and I had to take care of that situation seems to be a reason for good cause that day. It is not a blanket reason for two weeks. Use of codes, such as when someone is a CMF and then is put back into a CSJ. We are seeing a lot of people moving from CMF and in CSJ who still have activities as working full time. If activities are not actually beginning yet they should be in a scheduled status.
- 6) There will be letters at the end of the first quarter regarding WPR monitoring.

We received a letter for the WPR penalty for FFY 2013 for about \$11 million dollars. We are drafting a response. If we meet WPR for FFY 2016 we will not have to pay the penalty from FFY 2012 and 2013.

Topic: MPOWER and WPASS Updates

Discussion:

WPASS: Making good project. We would like agencies to participate in the sprint review. We've created functionality for 5 areas of the informal assessment (pages) so

far. The workgroup meetings are four hours per week and Heidi invites more participation from the Agencies that are in the user group. We want more agency input into the Sprint Reviews.

MPOWER: Moving along and we are programming the changes currently. We went through a PowerPoint going through all the changes late last fall. We are moving 11 screens to CWW from Mainframe. We are adjusting the eligibility process for those in a CMF placement. The system will auto-close CMCs at 56 days. We will be supporting 10 days of future begin dating and backdating. CMF moving into CWW eligibility means we will be excluding income and assets, but they have to meet non-financial eligibility reasons. This means that these cases must have reviews every 6 months even if they are in a CMF placement. Currently 123 cases will be closed due to lack of review. You have to have open eligibility for CMF because the WP side would also be closed after a certain amount of time.

If the review is due for July and the review is not initiated in that month the case will be closed. There will be further conversations about this before MPOWER implementation. Jason and Linda will be discussing the implications of this automatic closure. We encourage reviews to be completed when there is a placement change.

EFT will be collected on the assets screens in CWW, and this is where we collect debit and bank account information. When FEPs do a review they should be putting the account information on the assets page and checking if this information is valid.

When MPOWER goes into testing and into production we want agency participation to help test the changes to the system. We want agency staff on June 26 for about 3 hours to test MPOWER changes. We want the transition to production to be smooth.

Jane will send out an e-mail regarding production testing. She will also send the PowerPoint out again with all the MPOWER changes.

Tony from FSC wants a written place to go to for some of the updates from MPOWER. Margaret said that we are meeting internally regarding a pre-MPOWER ops memo to tell the agencies what we are expecting and changing through the MPOWER project. MPOWER will also be preceded by training.

Topic: DWD Tools Demonstration

Discussion:

Job Center of Wisconsin Website Updates: JCW has just released Phase II updates and is in the planning for a third phase of updates on the website in Spring 2016.

Resumes in JCW are current. If someone doesn't log in for 90 days their resume will be deleted. A quick search of Labor Market Information (LMI) is now available on this site so that you don't have to register in Job Center of Wisconsin. JCW is an easy to use tool.

Jobs and other LMI are displayed by the County you entered and the type of job you entered. If job seeker wants to see the details for any specific job posting, they will have to register as a job seeker on the site.

A lot of time was spent to improve matching what job seekers want to what employers want. Job Seekers give the job types and titles that they are willing to do. There are ONET connected prompts to assist a job seeker to build a matchable resume. Jobs listed on JCW are posted directly by employers and are scrapped from other job boards such as Monster.com. You can check off the types of skills you have and this will widen the results that you get for your resume. JCW also posts jobs from sources other than Job Center of Wisconsin. The jobs are not duplicated and are reliably open jobs. Jobs from Craigslist, and other job board not formally partnering with DWD are also shown when using Advanced Search, but these are not always legitimate job offers.

Widgets were added to My LMI and anyone can use these widgets without being logged in to JCW. If you have interest in saving these job searches you will need a username and password. The widgets currently available show how many people are qualified for a certain type of job in each county, and also what counties have the most open jobs in a certain field, hot jobs, trends, unemployment information, etc.. There are different widgets for job seekers and employers.